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Downloadable Publications

Public Radio Commentary for Marketplace (with Barry Nalebuff):

Cellphone Sleuth (Aug. 20, 2004) (Real Audio).

A Donation Booth? (June 23, 2004) (Real Audio).

Say Goodbye to TIVO (June 9, 2004) (Real Audio).

Using Iraq to Undermine OPEC (April 6, 2004) (Real Audio).

Benefits of Non-Transparency (Feb. 23, 2004) (Real Audio).

Who's Right? (Nov. 10, 2003) (Real Audio).

Blackboxes for Cars (Sept. 16, 2003) (Real Audio).

Sarbanes/Oxley's First Birthday (July 30, 2003) (Real Audio).

Pay Per Mile Auto Insurance (Feb. 25, 2003) (Real Audio).

Spoiling Spam (Dec. 24, 2002) (Real Audio).

Virtual Strikes (Oct. 4, 2002) (Real Audio).

Disclosing' hidden fees to consumers (Aug. 28, 2002) (Real Audio).

An alternative to expensing stock options (July 24, 2002) (Real Audio).

Why Not? A Bi-Monthly Column: in Forbes (with Barry Nalebuff). A column of ideas to improve business, government and everyday life:

Throwaway Tickets 52 (August 18, 2004)

Dialing for Thieves 76 (April 19, 2004)

Don't Sell Us Short 56 (Feb. 2, 2004)

It Beats a CD 160 (Dec. 8, 2003)

Blackbox for Cars 125 (August 11, 2003)

An Educated Consumer 95 (June 09, 2003)

Make Car Insurance Fairer 154 (March 17, 2003)

The Virtues of a Virtual Strike (Nov. 25, 2002)

Price-Protect Your Home (Sept 16, 2002)

Opt-Out Advertising (June 20, 2002)

A Community of Ideas 173 (May 9, 2002)

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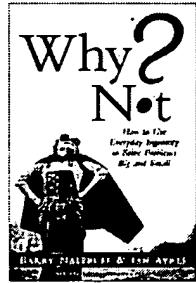
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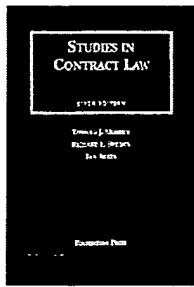
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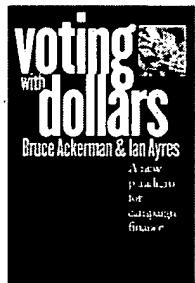
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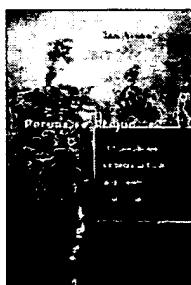
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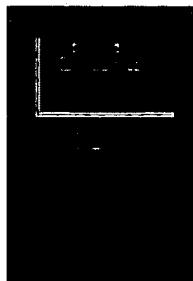
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L1 3655 S CHARGE OR BILL OR INVOICE
L2 1 S TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE) ()SOL
L3 3232 S CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTANCE
L4 426 S PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
L5 8846 S CONSUMER? OR USER OR USERS OR PARTY OR PARTIES OR CUSTOMER? O
L6 33839 S INFORMATION OR RULE? OR GUIDELINE? OR CONDITION? OR COST OR P
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TI IDSN work-at-home **telemarketing** application
AU Simon, S.
CS AT&T Bell Lab., USA
SO IEE, Conference Services, Savoy Place, London WC2R 0BL, UK; Telephone:
071-240 1871 ext. 222; Telex: 261176 IEE LDN G; Fax: 071-497 3633,
Proceedings, IEE Conference Publication No. 357.
Meeting Info.: 922 0611: Second International Conference on Private
Switching Systems and Networks (9220611). London (UK). 23-25 Jun 1992.
Institution of Electrical Engineers.
DT Conference
FS DCCP
LA UNAVAILABLE
TI IDSN work-at-home **telemarketing** application

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S1 3534467 CHARGE OR BILL OR INVOICE
S2 47031 TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE) ()-
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DIALER?
S3 7678569 CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTA-
NCE
S4 5281623 PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
S5 522 S1(5N)S2
S6 166 S5(5N)S3
S7 14 S6(5N)(INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
? OR COST OR PRICE OR FEE OR AMOUNT)
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02159471 72019300
Dial M for marketing
Webb, Cynthia D
Dallas Business Journal v24n37 PP: 27 Apr 27, 2001
ISSN: 0899-4129 JRNL CODE: DFW
WORD COUNT: 916

...TEXT: is causing concern in some quarters.

House Bill 472, also referred to as the "no- call bill," if passed, will require **telemarketers** to display caller **information** and for the Public Utility Commission of Texas to quarterly update a list of individuals...

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02120728 68610338
Giving promotions telecoms support
McLuhan, Robert
Marketing PP: 29-30 Feb 8, 2001
ISSN: 0025-3650 JRNL CODE: MAR
WORD COUNT: 1624

...TEXT: delay and assure them that their orders would be dealt with.

When it comes to **cost**, **telemarketers** normally **charge** on a per- call basis, taking into consideration the level of skills required, although some fixed fee may also...

9/3,K/3 (Item 3 from file: 15)
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01364398 00-15385
Design for success
Mummert, Hallie
Target Marketing v20n2 PP: S1-S2 Feb 1997
ISSN: 0889-5333 JRNL CODE: ZIR
WORD COUNT: 990

...TEXT: to be determining what type of call center you're going to run.

According to Bill Clare, director of **marketing**, **call center** management division, at Executone **Information** Systems, companies setting up in-house call centers already have a call center of sorts...

9/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00600204 92-15377
A Software Approach to Reality-Based Customer Service

Goes, Art
Telemarketing Magazine v10n8 PP: 62-67 Feb 1992
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 1858

...TEXT: can assign costs proportionally.

You can take this one step further: send business units a bill . Instead of a cost center, telemarketing becomes a bill -back center.

More critical to call center managers is call wrap-up's ability to register the nature of the call...

9/3,K/5 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

12524468 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Call Law Wont Harm West Virginias Telemarketing Industry, Lawmaker Says
Phil Kabler
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (CHARLESTON GAZETTE, W.VA)
August 23, 2000
JOURNAL CODE: KCGA LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 484

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Asked how much it would cost the division to create and maintain a do-not- call list, Miles said, "If they charge a fee to the telemarketer and to the consumer, it pays for itself."
In many of the states with such...

9/3,K/6 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00581756 20010906249B4075 (USE FORMAT 7 FOR FULLTEXT)
Cohen, Milstein, Hausfeld & Toll, P.L.L.C. Announces Class Action Lawsuit Against Citibank and Citigroup-Cardholders Pursue Class Action Lawsuit Against Citibank and Citigroup for Disclosing Credit Cardholders' Private Account...
Business Wire
Thursday, September 6, 2001 13:40 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 290

...wrongful disclosure of their credit cardholders' account information, telemarketers have received cardholders' private financial account information and security account access information which allows telemarketers to charge credit cardholders' accounts without their authorization.

The complaint charges Citibank and Citigroup with breach of...

Set Items Description
S1 3534467 CHARGE OR BILL OR INVOICE
S2 47031 TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE)() -
 SOLICIT? OR (MARKETING OR SALE OR UNSOLICITED)()CALL? OR AUTO-
 DIALER?
S3 7678569 CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTA-
 NCE
S4 5281623 PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
S5 522 S1(5N)S2
S6 166 S5(5N)S3
S7 14 S6(5N) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
 ? OR COST OR PRICE OR FEE OR AMOUNT)
S8 14 RD (unique items)
S9 6 S8 NOT PY>2001
S10 1009 S2(10N)S4
S11 190 S10(5N) (CONSUMER? ? OR USER? ? OR PARTY OR PARTIES OR CUST-
 OMER? ? OR INDIVIDUAL? ?)
S12 37 S11(10N) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
 ? OR COST OR PRICE OR FEE OR AMOUNT)
S13 60 S11(S) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
 ? OR COST OR PRICE OR FEE OR AMOUNT)
S14 55 RD (unique items)
S15 31 S14 NOT PY>2001
? show files
File 15:ABI/Inform(R) 1971-2004/Dec 06
 (c) 2004 ProQuest Info&Learning
File 20:Dialog Global Reporter 1997-2004/Dec 07
 (c) 2004 The Dialog Corp.
File 610:Business Wire 1999-2004/Dec 07
 (c) 2004 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2004/Dec 07
 (c) 2004 Financial Times Ltd
File 613:PR Newswire 1999-2004/Dec 06
 (c) 2004 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2004/Dec 05
 (c) 2004 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2004/Dec 07
 (c) 2004 McGraw-Hill Co. Inc

15/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01827651 04-78642
Marketing resort timeshares: The rules of the game
Scavo, James J
St. John's Law Review v73n1 PP: 217-245 Winter 1999
ISSN: 0036-2905 JRNL CODE: SJLR
WORD COUNT: 13717

...TEXT: The Telemarketing Sales Rule prohibits deceptive and abusive practices by telemarketers.¹²³

The telemarketing sales rules require the telemarketer to make certain affirmative disclosures before a customer makes a payment.¹²⁴ The Federal Trade Commission went to great lengths to define payment with respect to...

...Trade Commission states that payment occurs when a customer divulges his or her credit card information.¹²⁷ Therefore, "a telemarketer or seller who fails to provide the disclosures until the consumer's payment information is in hand violates the Rule."¹²⁸

The required disclosures by telemarketers include: (a) the total cost and quantity of the...

15/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01754305 04-05296
Making the market work: Enhancing consumer sovereignty through the telemarketing sales rule and the distance selling directive
Rothchild, John
Journal of Consumer Policy v21n3 PP: 279-313 Sep 1998
ISSN: 0168-7034 JRNL CODE: JSP

ABSTRACT: The provisions of the Telemarketing Sales Rule, which the Federal Trade Commission promulgated in 1995 pursuant to the 1994 Telemarketing and Consumer Fraud and Abuse Prevention Act, are analyzed. A framework is proposed through which the Rule may be understood as embodying a regulatory strategy of controlling abusive telemarketing by enhancing the effectiveness of market forces. In particular, the Rule works by improving the quantity and quality of information flowing to consumers, preventing the occurrence of transactions that the consumer does not truly intend, preventing telemarketers from evading the effects of market forces governing availability of payment mechanisms, and enhancing the effectiveness of the contract regime. The same framework is applied to...

15/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01690744 03-41734
Do-not-call legislation across the nation
Cerasale, Jerry

Telemarketing & Call Center Solutions v16n10 PP: 148-151 Apr 1998
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 1423

...TEXT: Protection to establish a list of telephone customers who do not wish to receive unsolicited **telephone solicitation** calls. **Consumers** may be placed on the list upon **payment** of an initial **fee** of \$10 and an annual renewal **fee** of \$5. The list must be updated quarterly. List brokers are required to delete those...

15/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01496658 01-47646
Recent developments in telemarketing regulation
Cain, Rita Marie
Journal of Public Policy & Marketing v15n1 PP: 135-141 Spring 1996
ISSN: 0743-9156 JRNL CODE: JMP
WORD COUNT: 6015

...TEXT: authorization from the consumer. This proposal responded to the increased use of demand drafts for **payment**. In **telemarketing** scams, unwitting **consumers** give out bank account numbers to fraudulent sellers. The alleged seller then presents the demand...

... was on the increase, because security in the credit card systems had tightened (Telemarketing Sales **Rule** 1995c, p. 43850). Despite the obvious potential for (and actual) abuse of the demand instrument...

... it unduly burdened "legitimate industry's non-deceptive use of various payment systems" (Telemarketing Sales **Rule** 1995b, p. 30414). In the second proposed **rule**, the written authorization requirement was completely dropped. The Commission claimed its general prohibition against "making..."

... consumers' money through false and misleading statements regardless of the payment system used" (Telemarketing Sales **Rule** 1995b, pp. 30413-14).

Consumer advocates, banking groups, and state law enforcement countered the FTC...

15/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01434654 00-85641
The advantages of electronic payment
Loucks, John
Telemarketing & Call Center Solutions v15n10 PP: 26, 130 Apr 1997
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 963

...TEXT: that the check will be returned and the order will never be paid.

Other Electronic Payment Options

Electronic checks are faster than traditional checks. The **telemarketer** takes the **customer**'s checking account **information** over the phone and

then sends it to the vendor to print a check. However...

15/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01284479 99-33875
Enforcement and education impact consumer fraud
Schachter, John
Credit World v85n1 PP: 30-32 Sep/Oct 1996
ISSN: 0011-1074 JRNL CODE: CW
WORD COUNT: 1166

...TEXT: determined to protect and defend with actions such as those we are undertaking."

Most advance- **fee** loan **telemarketers** get **consumers** to pay the upfront **fee** by persuading the consumers that they are certain or nearly certain to receive loans. The...

... a refund in the unlikely event that a loan is not forthcoming. After paying the **fee**, however, consumers either never hear from the telemarketer again or they get a form letter from a "turndown room" that their credit has been denied. Advance- **fee** loan schemes often are advertised in the classified sections of daily newspapers, including USA Today...

15/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01257902 99-07298
After the commercial airs
Mummert, Hallie
Target Marketing v19n7 PP: 66-67 Jul 1996
ISSN: 0889-5333 JRNL CODE: ZIR
WORD COUNT: 1457

...ABSTRACT: direct response television (DRTV) campaign. When potential customers call, you need to be ready - with **telemarketing** service representatives, **payment** options, fulfillment and **customer** service. An experienced **telemarketing** agency should be able to walk through your campaign with you to anticipate what kind...

... database to track supplies. Electronic data interchange (EDI) with telemarketing vendors provides up-to-date **information** on incoming orders. When it is time to get paid, the telemarketing agency sends the payment **information** via EDI to the fulfillment company.

15/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01248059 98-97454
Tips to take advantage of electronic payments
Weiss, David

Telemarketing & Call Center Solutions v14n11 PP: 26-30+ May 1996
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 2053

ABSTRACT: There are several methods for direct marketers and **telemarketers** to obtain **payment** from their **customers**. Accepting checks over the telephone has become one of the fastest-growing payment options for...

... services, modem transmission and bank delivery. Meanwhile, companies need to know how the Telemarketing Sales **Rule**, 16CFR Part 310 pertains to the use of electronic payments by telemarketers. The **rule** mandates specific **guidelines** for the use of pre-authorized drafts, making it unlawful to obtain or submit for...

...TEXT: pocket (A) to your bank account (B).

There are several methods for direct marketers and **telemarketers** to obtain **payment** from their **customers**. For the last several years, obtaining your customer's credit card number has been the...

... because consumer debt is at an all-time high and consumers are continually bombarded with **information** suggesting they do not give out their credit card number over the phone.

The New...

15/3,K/9 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01220185 98-69580
World class telemarketing: Managing and motivating phone reps
Reichley, Kevin R
Direct Marketing v59n1 PP: 44-47 May 1996
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 2555

...TEXT: for most improvement from an existing baseline measurement. They can be designed to recognize and **pay individuals**, as well as groups or teams, within a **telemarketing** group. Contests can be a very effective way to increase short-term motivation; however, certain **rules** must be followed to ensure successful contests.

First, prizes must be meaningful in light of...

15/3,K/10 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01155663 98-05058
PC-based telephony solution highlights recording and management
Anonymous
Telemarketing & Call Center Solutions v14n6 PP: SS22 Dec 1995
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 451

...TEXT: Abuse Act, for which enforcement commences January 1, 1996. According to Kuhn, "The Telemarketing Sales **Rule** ...states that many categories of telemarketing activities must be recorded. These categories

include any conversation in which a **customer** authorizes a **telemarketer** to withdraw **payment** directly from his or her bank account."

In addition, all telephone calls initiated by a...

15/3,K/11 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01114996 97-64390
Electronic payment systems: What all marketers need to know
Weiss, David
Telemarketing v14n3 PP: 106-109 Sep 1995
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 2008

TEXT: Direct marketers and telemarketers spend a tremendous amount of time contemplating the subtle differences between headset manufacturers, ergonomically correct chairs, call centers, and...

... not collect payment for goods or services, those decisions may have little importance. Ask any **telemarketing** manager or controller and you will find that collecting **payment** from your **customers** is the single most important part of any marketing program.

Over the years, marketers have...

15/3,K/12 (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01084494 97-33888
Dialing for dollars
Green, Matthew W Jr
Rural Telecommunications v14n4 PP: 10-11 Jul/Aug 1995
ISSN: 0744-2548 JRNL CODE: RTC
WORD COUNT: 266

ABSTRACT: The Federal Trade Commission recently realized that had it adopted its original **rules** for legislation to thwart telemarketing fraud, many legitimate businesses, such as telcos peddling custom-calling features, might have ended up on the wrong side of the law. The original **rules** stated that telemarketers could not call the same person back to sell the same product...

... required a consumer's written permission to draw money from a checking account, and prevented **telemarketers** from sending couriers to **consumers**' homes to collect **payment**.

...TEXT: required a consumer's written permission to draw money from a checking account, and prevented **telemarketers** from sending couriers to **consumers** homes to collect **payment**. According to the Washington Post, after receiving comments from 300 businesses and trade associations, the FTC decided to revamp its **rules** because the originals would have incriminated many legitimate businesses.

"Insurance companies and heating and air...

15/3,K/13 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01055134 97-04528
FTC revises proposed rules for telemarketing
Hernandez, Debra Gersh
Editor & Publisher v128n25 PP: 76-81 Jun 24, 1995
ISSN: 0013-094X JRNL CODE: EDP
WORD COUNT: 1621

...TEXT: for these disclosures to be made orally or in writing before payment is made.

A rule that would have banned courier pickups of payment from customers contacted through telemarketing was another issue of great concern to the newspaper industry, whose carriers often make door...

15/3,K/14 (Item 14 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00928170 95-77562
Computer/telephone marriage generating a busy signal for VARs
Trowbridge, Dave
Computer Technology Review v14n9 PP: 1, 10+ Sep 1994
ISSN: 0278-9647 JRNL CODE: CTN
WORD COUNT: 1224

...TEXT: Mac and PC clients over a LAN, giving applications on them access to call progress information for telemarketing and similar applications. "Customers will pay a premium to those providers who not only supply applications, but also supply solutions..."

15/3,K/15 (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00858278 95-07670
Ma Bell pushing telemarketers out of Quebec & Ontario
Stacey, Robert
Direct Marketing v56n12 PP: 65-66 Apr 1994
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 1573

ABSTRACT: Bell Canada is attempting to introduce a pay - user system for high-volume customers such as telemarketers and call centers, and the Canadian Direct Marketing Association (CDMA) has called on Bell Canada...

... will surpass thresholds sooner and by a greater margin. Meanwhile, the Ontario government has recently ruled that provincial sales tax is collectable on all printing, including variable mailing of letters and...

15/3,K/16 (Item 16 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00749747 93-98968

Marketing researchers face "increasingly hostile" legislation
Schlossberg, Howard
Marketing News v27n17 PP: 1, 8 Aug 16, 1993
ISSN: 0025-3790 JRNL CODE: MNW
WORD COUNT: 1067

...ABSTRACT: restrict random-digit dialing. A New York legislative proposal would require researchers, credit checkers, and **telemarketers** to **pay consumers** 50 cents each time they use or transmit their names. A royalty payment would serve as both compensation for their time and notification of use of their **information files**.

15/3,K/17 (Item 17 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00580945 91-55292
Marketers with a Yen
Garrity, Robert E.
Direct Marketing v54n7 PP: 46-51 Nov 1991
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 4146

...TEXT: use inbound toll-free dialing. Recent changes in the "free-dial" (or 800 number concept) **amount** to nothing more than simplified collect calling. Major reductions in rates are necessary to improve the inbound telemarketing portion of the industry. Discounts should be established for outbound **telemarketing**. At the present time, Japanese business **customers** still **pay** the same rate as home **customers**.

Technological Challenges: As noted earlier, marketing in Japan is about 15 to 20 years behind...

15/3,K/18 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

15155308 (USE FORMAT 7 OR 9 FOR FULLTEXT)
US FTC: Defendants in office supply scheme to pay more than \$2 million for consumer redress
M2 PRESSWIRE
February 14, 2001
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 552

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... supplies from them. The District Court's contempt order banned the Chiericos from any future **telemarketing** and ordered them to **pay consumer** redress. In March 2000, the U.S. Court of Appeals for the Eleventh Circuit affirmed...

15/3,K/19 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13622404 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Telemarketing Firms Settle over Oregon's No Call Law
Sherri Buri McDonald
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (REGISTER GUARD - EUGENE, OREGON)
)
November 02, 2000
JOURNAL CODE: KREG LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 692

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... pay \$6.50 the first year and \$3 a year thereafter.
Telemarketers pay an annual fee of \$120; the list is updated monthly.
This was Myers first enforcement action against violators...

15/3,K/20 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10300380 (USE FORMAT 7 OR 9 FOR FULLTEXT)
British Telecom Must Pay Half Cost Of UK Bypass Autodialers
NEWSBYTES
March 28, 2000
JOURNAL CODE: FNEW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 279

... 2000 MAR 28 (NB) -- By Steve Gold, Newsbytes. British Telecom (BT) has been instructed to pay half the cost of autodialers being supplied to its customers by competing telecommunications carriers.
The move comes as part of a ruling by Oftel, the...

15/3,K/21 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10146392 (USE FORMAT 7 OR 9 FOR FULLTEXT)
FTC: Travel package marketers reach settlement with FTC; Defendants to pay \$145,000 in consumer redress for Telemarketing Sales Rule violations
M2 PRESSWIRE
March 20, 2000
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1180

... reach settlement with FTC; Defendants to pay \$145,000 in consumer redress for Telemarketing Sales Rule violations

15/3,K/22 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

08032651 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Colorado Lawmakers to Introduce Bill Aimed at Taming Telemarketers
Michael Booth
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (DENVER POST - COLORADO)
November 01, 1999
JOURNAL CODE: KDPT LANGUAGE: English RECORD TYPE: FULLTEXT

ECI 3600

Dialog Search

WORD COUNT: 1131

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... signed up hundreds of thousands of disgruntled consumers in a matter of months. In Georgia, **consumers pay** \$5 to be on a list for two years; all **telemarketers**, whether calling from inside or outside the state, must buy the list of names for...

15/3,K/23 (Item 6 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

07048639 (USE FORMAT 7 OR 9 FOR FULLTEXT)

The Modesto Bee, Calif., Consumer Focus Column

Tim Moran

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (MODESTO BEE - CALIFORNIA)

September 05, 1999

JOURNAL CODE: KMOB LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 660

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... a telemarketer and check with the state consumer protection office before paying any up-front **fee**.

People who have been recently turned down for credit are targets of shysters offering to...

15/3,K/24 (Item 7 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

05050833 (USE FORMAT 7 OR 9 FOR FULLTEXT)

US FTC: Two Santa Barbara companies to settle FTC charges of making fraudulent claims

M2 PRESSWIRE

April 21, 1999

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 718

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... product they sell. The defendants will have to post a bond if they engage in **telemarketing**. The settlement requires a **payment** of \$3,955,000 in **consumer redress**.

The settlement for Arlington Press, Inc., d/b/a/ Consumer Data Service, Golden West...

... a performance bond be posted if the company or its officers wish to engage in **telemarketing**. The proposed order also requires the defendants to **pay** \$54,200 in **consumer redress**. In addition, David and George Lumholtz must turn over to the Commission for resale...

15/3,K/25 (Item 8 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

01540612 (USE FORMAT 7 OR 9 FOR FULLTEXT)
US FEDERAL TRADE COMMISSION: Telemarketers offering "guaranteed" profits deceived investors
M2 PRESSWIRE
April 30, 1998
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 798

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... court issue a permanent injunction prohibiting the defendants from violating the FTC Act and the Telemarketing Sales Rule in the future, and order the defendants to pay consumer redress.

On the day the FTC filed its complaint, the Las Vegas Attorney General's...

15/3,K/26 (Item 9 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

01492694 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Boom to Doom? Con Artists Pitch Financial Dreams but Sell Nightmares
PR NEWSWIRE
April 28, 1998 11:14
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 664

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... request payment in order for consumers to claim sweepstakes and prizes or to transmit lottery information across state or national boundaries. "Con artists know that it's harder for U.S..."

... they are located beyond our borders," explained Susan Grant, NCL Vice President and National Fraud Information Center director.

To avoid being scammed, NCL offers this advice:
-- Don't act on impulse...

15/3,K/27 (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2004 Financial Times Ltd. All rts. reserv.

0003541220 B06IOBUAAIFT
SIB Revised Draft Rules: Detailed Controls Proposed On Investment Advertising
CLIVE WOLMAN
Financial Times, P 12
Friday, September 12, 1986
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
Word Count: 1,271

...non-professional investors who agree to unsolicited calls lose some of the protection of the rules on unsolicited calls .

The basis, method and frequency of payment by the customer to the firm for services rendered and a statement on whether the firm will earn...

15/3,K/28 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00618204 20010730SFM037 (USE FORMAT 7 FOR FULLTEXT)
Innomedia Announces Buddytalk 4-in-1 Internet Communication Tool
PR Newswire
Monday, July 30, 2001 07:15 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 814

...to one-hour in duration, where as many as 10 BuddyTalk users can participate. This fee is only paid by the call originator . To experience BuddyTalk's multi- party conferencing, InnoMedia is offering an introductory promotion giving users 45 days, or 10 free sessions...

15/3,K/29 (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00462066 20001115CLW007 (USE FORMAT 7 FOR FULLTEXT)
Harris Infosource Launches Pay-As-You-Go Meter Program
PR Newswire
Wednesday, November 15, 2000 09:08 EST
JOURNAL CODE: PR NEWSWIRE, INTERACTIVE CONNECTION LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 343

TEXT:
Harris InfoSource, the leading compiler and provider of information on U.S. businesses, introduces the Pay-As-You-Go Meter Program, which provides access to Harris' in-depth information while charging for data on a per-record basis. The database is used by sales, direct marketing, purchasing, telemarketing and research professionals.

"With this new program, customers pay only for the information they need," said David Wilkof, Vice President of Marketing at Harris InfoSource. "Now customers can gain access to marketing information that might have previously been cost prohibitive."

15/3,K/30 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2004 McGraw-Hill Co. Inc. All rts. reserv.

01022762
FRIENDLY POWER HIT WITH \$2.6-MILLION PENALTY FOR VIOLATING SECURITIES ACT
Electric Utility Week, Vol. 6, No. 3, Pg 12
June 7, 1999
JOURNAL CODE: EUW

ECI 3600

Dialog Search

SECTION HEADING: Rates & Regulation ISSN: 0046-1695
WORD COUNT: 319,

TEXT:

... They raised money by selling franchises based on exclusive geographic regions to a network of **telemarketers** on credit. Individual investors paid a franchise fee to buy ``partnership units'' within those regions from the telemarketers. By the time the SEC...

15/3, K/31 (Item 2 from file: 624)
DIALOG(R) File 624: McGraw-Hill Publications
(c) 2004 McGraw-Hill Co. Inc. All rts. reserv.

01022732
OWNERS OF FLORIDA-BASED MARKETER FINED \$2.6-MILLION IN INVESTMENT SCAM
Power Markets Week, Vol. 6, No. 3, Pg 6
June 7, 1999
JOURNAL CODE: PMW
SECTION HEADING: RETAIL COMPETITION ISSN: 1078-9820
WORD COUNT: 356

TEXT:

... for the venture by selling franchises based on exclusive geographic regions to a network of **telemarketers**. Individual investors, solicited over the telephone, actually paid the franchise fee by purchasing ``partnership units'' from the **telemarketers**. By the time the SEC stopped the scheme in July 1998, Friendly Power had received...

Set Items Description
 S1 3534467 CHARGE OR BILL OR INVOICE
 S2 47031 TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE)() -
 SOLICIT? OR (MARKETING OR SALE OR UNSOLICITED)()CALL? OR AUTO-
 DIALER?
 S3 7678569 CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTA-
 NCE
 S4 5281623 PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
 S5 522 S1(5N)S2
 S6 166 S5(5N)S3
 S7 14 S6(5N) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
 ? OR COST OR PRICE OR FEE OR AMOUNT)
 S8 14 RD (unique items)
 S9 6 S8 NOT PY>2001
 S10 1009 S2(10N)S4
 S11 190 S10(5N) (CONSUMER? ? OR USER? ? OR PARTY OR PARTIES OR CUST-
 OMER? ? OR INDIVIDUAL? ?)
 S12 37 S11(10N) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDI-
 ON? ? OR COST OR PRICE OR FEE OR AMOUNT)
 S13 60 S11(S) (INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION?
 ? OR COST OR PRICE OR FEE OR AMOUNT)
 S14 55 RD (unique items)
 S15 31 S14 NOT PY>2001
 S16 1459410 (CONSUMER? ? OR USER? ? OR PARTY OR PARTIES OR CUSTOMER? ?
 OR INDIVIDUAL? ?)(5N) (INFORMATION OR RULE? ? OR GUIDELINE? ? -
 OR CONDITION? ? OR COST OR PRICE OR FEE OR AMOUNT)
 S17 7 S16(10N)S5
 S18 7 RD (unique items)

? show files

File 15:ABI/Inform(R) 1971-2004/Dec 06
 (c) 2004 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2004/Dec 07
 (c) 2004 The Dialog Corp.
 File 610:Business Wire 1999-2004/Dec 07
 (c) 2004 Business Wire.
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 476:Financial Times Fulltext 1982-2004/Dec 07
 (c) 2004 Financial Times Ltd
 File 613:PR Newswire 1999-2004/Dec 06
 (c) 2004 PR Newswire Association Inc
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 634:San Jose Mercury Jun 1985-2004/Dec 05
 (c) 2004 San Jose Mercury News
 File 624:McGraw-Hill Publications 1985-2004/Dec 07
 (c) 2004 McGraw-Hill Co. Inc.

18/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02766698 668450551
Understanding Telemarketing Compliance Rules
Lemon, Chrys D
ABA Bank Compliance v25n7 PP: 22-27 Jul/Aug 2004
ISSN: 0887-0187 JRNL CODE: BCP
WORD COUNT: 3687

...TEXT: often will have a customer's account number, which will be used to charge the **customer**. Before using this "preacquired account information" to charge the **customer**'s account, the **telemarketer** must obtain the customer's expressed informed consent to use the account information. For most...

18/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02558739 304918431
Marketing privacy
Ayres, Ian; Funk, Matthew
Yale Journal on Regulation v20n1 PP: 77-137 Winter 2003
ISSN: 0741-9457 JRNL CODE: YJR
WORD COUNT: 30244

*Bad
dat*

...TEXT: 900 number. But with an outgoing 1-900 number, transfers based on a per-- minute fee set by **consumers** would be made from the **telemarketer** to the consumer's telephone bill when the **telemarketer** calls out from a 1-900 number.

A system of compensated telemarketing can easily be...it will quickly inform residents about the new potential for compensation. Each month's phone bill will disclose the **telemarketing** credits that the household receives (and might disclose how the **consumer** could vary the default price).

We are particularly attracted to using the federally mandated minimum wage as a focal point...

18/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02197385 75899174
Bringing down the curtain on the 2001 Texas legislative session
Graham, Ann
Texas Banking v90n7 PP: 1, 8+ Jul 2001
ISSN: 0885-6907 JRNL CODE: TXB
WORD COUNT: 1629

...TEXT: departments - are partially exempted from this bill, but must comply with restrictions against using an **individual**'s protected health information for marketing purposes.

House Bill 472 (Solomons/ Shapleigh), an anti- **telemarketing** bill ,

directs the Public Utility Commission to develop and administer a state-wide nocall list for...

18/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00611495 92-26598
Congress Hastens Enactment of Telemarketing Legislation
Lipman, Andrew D.
Telemarketing Magazine v10n10 PP: 12-15 Apr 1992
ISSN: 0730-6156 JRNLD CODE: TLM
WORD COUNT: 1703

...TEXT: proposed different regulatory schemes, they are all intended to facilitate the development of "necessary ground rules for cost-effective protection of consumers from unwanted telephone solicitations ."

Congressman Markey's bill , HR 1304, would amend the Communications Act of 1934 to require the Federal Communications Commission...

18/3,K/5 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

28854067 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Iowa Telemarketing Companies Discuss Impact of Do-Not Call Lists
Jennifer Kramer Williams
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS - WATERLOO COURIER
April 27, 2003
JOURNAL CODE: KWLC LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1575

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... FTC doesn't claim otherwise, but pads its literature with an explanation that the amended rules "will put consumers in charge of the number of telemarketing calls they get at home."

The types of calls the do-not-call list does...

18/3,K/6 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04745526 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Precision Marketing: International: State plans to block unwanted telesales
PRECISION MARKETING, p10
March 22, 1999
JOURNAL CODE: FPM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 172

... Maryland State will be able to have their names put on a list to block telemarketers from calling if a proposed bill is approved.

The bill would require telephone customers to pay a small fee and, in exchange, get the right to sue for Dollars 1,000 in damages from...

18/3,K/7 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

02054033

THE WHITE HOUSE: Signing of the Telemarketing Fraud Prevention Act --
Statement by the Press Secretary

M2 PRESSWIRE

June 26, 1998

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 129

Today, the President signed into law H.R. 1847, the "Telemarketing Fraud Prevention Act." The bill increases penalties for persons convicted of telemarketing fraud which cost American consumers \$40 billion last year and it will protect Americans, particularly older Americans, from such fraudulent...

ECI 3600

Dialog Search

Set Items Description
S1 263849 CHARGE OR BILL OR INVOICE
S2 1016 TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE)() -
 SOLICIT? OR (MARKETING OR SALE OR UNSOLICITED) ()CALL? OR AUTO-
 DIALER?
S3 350983 CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTA-
 NCE
S4 53310 PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
S5 780660 CONSUMER? ? OR USER? ? OR PARTY OR PARTIES OR CUSTOMER? ? -
 OR INDIVIDUAL? ?
S6 1327197 INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION? ? OR -
 COST OR PRICE OR FEE OR AMOUNT
S7 266171 S1 OR SURCHARGE
S8 41 S7(S)S2
S9 16 S8(10N)S6
S10 11 S9 NOT PY>2001
? show files
File 348:EUROPEAN PATENTS 1978-2004/Nov W04
 (c) 2004 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20041202, UT=20041125
 (c) 2004 WIPO/Univentio

10/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
 (c) 2004 European Patent Office. All rts. reserv.

01088610

TELEPHONE RATE MANAGING SYSTEM
TELEFONRIFVERWALTUNGSSYSTEM
SYSTEME DE GESTION DES TARIFS TELEPHONIQUES

PATENT ASSIGNEE:

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 (Applicant designated States: all)
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 Miyake, Tomomi, (2839690), 1140-1, Miyazawacho, Seya-ku, Yokohama-shi,
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 266-0005, (JP)
 Miyake, Tomomi, 1140-1, Miyazawacho, Seya-ku, Yokohama-shi, Kanagawa
 246-0033, (JP)

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PATENT (CC, No, Kind, Date): EP 1075134 A1 010207 (Basic)
 WO 9946925 990916

APPLICATION (CC, No, Date): EP 99939245 990305; WO 99JP1072 990305

PRIORITY (CC, No, Date): JP 9873021 980309

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-015/00; H04M-011/00; H04M-001/27;
G07F-007/10; G07G-001/12; G07G-001/14; G06F-019/00

ABSTRACT WORD COUNT: 151

NOTE:

Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200106	1
SPEC A	(English)	200106	1
Total word count - document A			2
Total word count - document B			0
Total word count - documents A + B			2

...ABSTRACT managing host computer(100) of the telephone company, all being interconnected through communication lines. Merchandise information of the autodialer dealt with is sent to the host computer and stored in it. When a call...

...computer performs a subtraction processing of the prepaid call charge, in accordance with the call charge, on the basis of the merchandise information of the autodialer stored in the host computer. Even though coupon information is not written in the autodialer itself, auto-dialing call is thus possible and payment of the telephone charge is possible...

10/3,K/2 (Item 2 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS
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00867284

Method and apparatus for a prepaid return call
Verfahren und Gerat fur einen vorausbezahlten Ruckruf
Methode et appareil pour un appel de retour prepaye

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (Applicant designated States: all)

INVENTOR:

Hanson, Stephen Emmord, 1416 Trimble Road, Edgewood, M.D. 21040, (US)
Rudrapatna, Ashok N., 34 Knollcroft Road, Basking Ridge, N.J. 07920, (US)

LEGAL REPRESENTATIVE:

R.A. KUHNEN & P.A. WACKER (101501), Patentanwaltsgesellschaft mbH
Alois-Steinecker-Strasse 22, 85354 Freising, (DE)

PATENT (CC, No, Kind, Date): EP 795992 A2 970917 (Basic)
EP 795992 A3 991117

APPLICATION (CC, No, Date): EP 97103881 970307;

PRIORITY (CC, No, Date): US 616413 960315

DESIGNATED STATES: BE; DE; DK; ES; FI; FR; GB; IT; NL; SE

INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-015/00; H04M-003/48

ABSTRACT WORD COUNT: 127

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9709W2	684
SPEC A	(English)	9709W2	2425
Total word count - document A			3109
Total word count - document B			0
Total word count - documents A + B			3109

...SPECIFICATION pre-paid option is elected, the message server 18 will prompt the caller for further **information** 56 to accurately place and bill the return call from the recipient. Such **information** can include the **call originator**'s name, the call-back number for the originating caller, the number to call to...

10/3,K/3 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
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Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)
Application: WO 2000US32324 20001122 (PCT/WO US0032324)
Priority Application: US 99444775 19991122; US 99447621 19991122
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Fulltext Availability:

Detailed Description

Detailed Description

... accordance with a preferred embodiment;
Figure 40 is a control flow diagram illustrating the Network Call Identifier (NCID) switch call processing in accordance with a preferred embodiment;
Figure 41 is a...such as, the creation of an order or trouble ticket or the adjustment of a bill. This process logs customer contacts, directs inquiries to the appropriate party, and tracks the status...the usage information, the negotiated discounts, and the rebates is provided to generate a customer invoice .

Utilizing information from the Rating and Discounting Process 1306, the Invoice and Collections Process ...resolve billing problems to the customer's satisfaction. The aim is to provide a correct bill and, if there is a billing problem, resolve it quickly with appropriate status to the...

...provider in a professional and customer supportive manner.

Figure 26 is a flowchart illustrating an Invoice and Collections Process in accordance with a preferred embodiment. First, in step 2600, customer account...

...the customer. In addition to normal billing for service provided via the hybrid network, the bill is modified based on events generated during the media transfer. For example, events representing SLA...

...basis, and applies discounts for events, such as outages and other SLA violations. Finally, the Invoice and Collections Process 1504, utilizes the information from the Discounting Process 1306 to create customer billing information.

75

To better understand the...and PNR, and thereby the ECDR and EPNR, are standard call record formats and contain information regarding a typical telephone call as it passes through a switch. The CDR is used...

...VNET calls. The fields of these two records are identical except for some field-specific information described below.

The OSR and POSR, and thereby the EOSR and EPOSR, contain information regarding...providing twenty-four channels is used during a wideband call, the switch records the channel information in an expanded record (ECDR, EPNR) 3708.

In an eighth check 3702 on a call...

...room. After the call 3602 has completed, the operator informs the hotel guest of the charge, or cost, of the call 3602. If the time and charges feature was used with a call...Time and Time Offset of the switch.

The billing center uses the SER for its bill processing. The switch proceeds to step 3810 and exits the command. Referring back to step...

...exits the command without updating the Local to Switch Time and Time Offset. For more information on SER, see Figure 35.

Figure 39 illustrates the control flow for the Change Daylight...is displayed on his terminal by the central processor, and he merely enters the pertinent information in the blanks provided. The information is correlated in the central processor, from which a premium quotation is transmitted back and...

10/3,K/4 (Item 2 from file: 349)
 DIALOG(R) File 349:PCT FULLTEXT
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00802069 **Image available**
SYSTEM FOR AUTOMATIC LEARNING OF DESTINATION TELEPHONE NUMBER
SYSTEME D'APPRENTISSAGE-MACHINE D'UN NUMERO DE TELEPHONE RECEPTEUR

Patent Applicant/Assignee:
 OPEN LCR CORPORATION, 113A-3 Coronado Court, Fort Collins, CO 80525, US,
 US (Residence), US (Nationality), (For all designated states except:
 US)

Patent Applicant/Inventor:
 FUKADA Sanshiro, 3-27-9 Misugidai, Hanno 357, JP, JP (Residence), JP
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 GAN Thiam C, 1027 Fossil Creek Drive, Fort Collins, CO 80526, US, US
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Legal Representative:
 MILES Craig R (agent), Santangelo Law Offices, P.C., 125 South Howes,
 Third Floor, Fort Collins, CO 80521, US,

Patent and Priority Information (Country, Number, Date):
 Patent: WO 200135627 A1 20010517 (WO 0135627)
 Application: WO 2000US31030 20001110 (PCT/WO US0031030)
 Priority Application: JP 99357855 19991112; US 2000187945 20000303; US
 2000188903 20000313; US 2000631332 20000802

Parent Application/Grant:
 Related by Continuation to: US Not furnished (CIP)

Designated States:
 (Protection type is "patent" unless otherwise stated - for applications prior to 2004)
 AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY BZ CA CH CN CR CU
 CZ CZ (utility model) DE DE (utility model) DK DK (utility model) DM DZ
 EE EE (utility model) ES FI FI (utility model) GB GD GE GH GM HR HU ID IL
 IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO
 NZ PL PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG
 US UZ VN YU ZA ZW
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 17700

Fulltext Availability:

Claims

Claim

... said telephone number of the called party;
e. means for reading out the unit time **information** and unit **charge information** which corresponds to said distance block **information**; and
f. means for calculating the price of the call.
171. The method according to...day.
174. The method according to claim 170, further comprising:
a. means for storing two **information** as a pair representing a unit **charge** and
a unit time; and
b. means for making it possible to use either Hudson...

...pair representing a unit charge and
a unit time; and
b. means for displaying call **charge** **information** on telephone display unit.
59
. The method according to claim 170, further comprising
a. means for storing two **information** as a pair representing a unit **charge** and
a unit time; and
b. means for displaying multiple call **charge** **information** comparing with each other.
177. The method according to claim 170, further comprising
a. means for storing the **information** of 10 times the unit **charge** in the memory;
b. means for reading out said **information** and for dividing said infonnation
1 0 by 10; and
C. means for expressing a...

10/3,K/5 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00797974 **Image available**
SUBSCRIPTION-BASED MARKETING WITH REMUNERATION FOR CONSUMERS
MARKETING PAR ABONNEMENT AVEC RETRIBUTION DES CONSOMMATEURS

Patent Applicant/Assignee:

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Inventor(s):

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CERF Vinton G, 3614 Camelot Dr., Annadale, VA 22003, US,

Legal Representative:

GROLZ Edward W (agent), Scully, Scott, Murphy & Presser, 400 Garden City

Plaza, Garden City, NY 11530, US,
 Patent and Priority Information (Country, Number, Date):
 Patent: WO 200131542 A1 20010503 (WO 0131542)
 Application: WO 2000US29691 20001027 (PCT/WO US0029691)
 Priority Application: US 99427783 19991027
 Designated States:
 (Protection type is "patent" unless otherwise stated - for applications prior to 2004)
 AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
 ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
 LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
 TR TT TZ UA UG UZ VN YU ZA ZW
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
 (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM
 Publication Language: English
 Filing Language: English
 Fulltext Word Count: 7077

Fulltext Availability:
 Detailed Description

Detailed Description
 ... billing functions already associated with such numbers. Normally, a 900-type number is used by information or entertainment services, like astrology hot lines, that charge consumers per minute rates for use of the server through the consumer's regular phone...

10/3,K/6 (Item 4 from file: 349)
 DIALOG(R)File 349:PCT FULLTEXT
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00769406 **Image available**
 INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM
 SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES
 PAR L'INTERNET

Patent Applicant/Inventor:
 WONG Charles, 14250 Miranda Road, Los Altos Hills, CA 94022, US, US
 (Residence), US (Nationality)

Legal Representative:
 COVERSTONE Thomas E (agent), Burns, Doane, Swecker & Mathis, LLP, P.O.
 Box 1404, Alexandria, VA 22313-1404, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200102927 A2-A3 20010111 (WO 0102927)
 Application: WO 2000US16739 20000616 (PCT/WO US0016739)
 Priority Application: US 99334688 19990617

Parent Application/Grant:
 Related by Continuation to: US 99334688 19990617 (CON)

Designated States:
 (Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
 FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
 LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
 TT TZ UA UG US UZ VN YU ZA ZW
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
 (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
 Filing Language: English
 Fulltext Word Count: 51133

Fulltext Availability:
 Claims

Claim

... whether tracking by serial number is desired, as well as various tracking thresholds by dollar **amount**, how recent the transaction is, quantity, etc. In the **Invoice** column, various options relating to invoice delivery are presented. In addition, the customer may specify...

10/3, K/7 (Item 5 from file: 349)
 DIALOG(R)File 349:PCT FULLTEXT
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00571537

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND METHOD
SYSTEME ET PROCEDE DE GESTION DE RELATION CLIENT

Patent Applicant/Assignee:

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 , US (Residence), US (Nationality)

Inventor(s):

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 MAYANK Prakash, 19 Norumbega Court, Auburndale, MA 02466, US,

Legal Representative:

MCCOMBS David L (agent), Haynes & Boone, LLP, Suite 3100, 901 Main Street, Dallas, TX 75202-3789, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200034910 A2 20000615 (WO 0034910)
 Application: WO 99US29247 19991209 (PCT/WO US9929247)
 Priority Application: US 98210296 19981211

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN YU ZA ZW
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
 (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
 (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 20993

Fulltext Availability:
 Detailed Description

Detailed Description

... as a % of Payment Volume
 Fees and Service Charge Debits
 Number of Fees/Service Charges
 Fee /Service Charge Volume
 Average Fee /Service Charge Size
 Fee /Service Charge Number of as a % of Debits Number of
 Fee /Service Charge Volume as a % of Debit Volume
 Fee /Service Charge Volume as a % of Balance

Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
Fee /Service Charge Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Day Delinquency
Number of Accounts
Balances
Average Balance
Number...of Debit Number of
Check Debit Volume as a % of Debit Volume
Fees and Service **Charge** Debits
Number of Fees/Service Charges
Fee /Service Charge Volume
Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Debits Number of
Fee /Service Charge Volume as a % of Debit Volume
Fee /Service Charge Volume as a % of Balance
Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
Page 27
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Fact Table
Fee /Service Charge Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Overlimits
Number of Overlimits
Overlimit Volume
Average Overlimit
Number...
...as a % of Payment Volume
Fees and Service Charge Debits
Number of Fees/Service Charges
Fee /Service Charge Volume
Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Debits Number of
Fee /Service Charge Volume as a % of Debit Volume
Fee /Service Charge Volume as a % of Balance
Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
Fee /Service Charge Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Day Delinquency
Number of Accounts
Balances
Average Balance
Number...as a % of Pavment Volume
Fees and Service Charge Debits
Number of Fees/Service Charges
Fee /Service Charge Volume
Average **Fee /Service Charge** Size

Fee /Service Charge Number of as a % of Debits Number of
Fee /Service Charge Volume as a % of Debit Volume
Fee /Service Charge Volume as a % of Balance
Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
FeeiService **Charge** Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Day Delinquency
Number of Accounts
Balances
Average Balance
Number...

...as a % of Debit Volume
Fees and Service Charge Debits
Number of Fees/Service Charges
Fee /Service Charge Volume
Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Debits Number of
Fee /Service Charge Volume as a % of Debit Volume
Fee /Service Charge Volume as a % of Balance
Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
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Fee /Service Charge Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Overlimits
Number of Overlimits
Overlimit Volume
Average Overlimit
Number...as a % of Debit Volume
Fees and Service Charge Debits
Number of Fees/Service Charges
Fee /Service Charge Volume
Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Debits Number of
Fee /Service Charge Volume as a % of Debit Volume
Fee /Service Charge Volume as a % of Balance
Fees and Service Charges Waived
Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
Average **Fee /Service Charge** Waived Size
Fee /Service Charge Waived Number of as a % of Debit Number of
Fee /Service Charge Waived Volume as a % of Debit Volume
Fee /Service Charge Waived Volume as a % of Balance
Overlimits
Number of Overlimits
Overlimit Volume
Average Overlinut
Number...Volume as a % of Payment Volume
Fees and Service Charges
Number of Fees/Service Charges

Fee /Service Charge Volume
 Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Total Transaction Number of
Fee /Service Charge Volume as a % of Total Transaction Volume
Fee /Service Charge Volume as a % of Cash Value
 Fees and Service Charges Waived
 Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
 Average **Fee /Service Charge** Waived Size
Fee /Service Charge Waived Number of as a % of Total Transaction
 Number of
 Fee /Service Charge Waived Volume as a % of Total Transaction Volume
Fee /Service Charge Waived Volume as a % of Cash Value
 Safe Deposit Boxes
 Number of Accounts
 Number of...

 ...Account Closings as a % Total Accounts
 Fees and Service Charges
 Number of Fees/Service Charges
Fee /Service Charge Volume
 Average **Fee /Service Charge** Size
Fee /Service Charge Number of as a % of Total Transaction Number of
Fee /Service Charge Volume as a % of Total Transaction Volume
Fee /Service Charge Volume as a % of Balance
 Fees and Service Charges Waived
 Number of Fees/Service Charges Waived
Fee /Service Charge Waived Volume
 Average **Fee /Service Charge** Waived Size
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 75
 Fact Table
Fee /Service Charge Waived Number of as a % of Total Transaction
 Number of
Fee /Service Charge Waived Volume as a % of Total Transaction Volume
Fee /Service Charge Waived Volume as a % of Balance
 Other miscellaneous attributes
 Campaign
 break
 even -target
 percentage*
 Campaign...

10/3,K/8 (Item 6 from file: 349)
 DIALOG(R) File 349:PCT FULLTEXT
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00560811 **Image available**
AN INTELLIGENT NETWORK
RESEAU INTELLIGENT
 Patent Applicant/Assignee:
 DUGAN Andrew,
 HOLMES Allen,
 ROBB Terrence,
 WONG Wendy,
 FISCHER Kenneth,
 SYED Sami,
 DEO Ajay,
 Inventor(s):

DUGAN Andrew,
 HOLMES Allen,
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 WONG Wendy,
 FISCHER Kenneth,
 SYED Sami,
 DEO Ajay,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200024184 A1 20000427 (WO 0024184)
 Application: WO 99US24664 19991020 (PCT/WO US9924664)
 Priority Application: US 98104890 19981020

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
 GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
 MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA
 UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU
 TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG
 CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 72908

Fulltext Availability:

Detailed Description

Detailed Description

... action codes) back to
 the network switch when a message must be played to the call originator , e.g., for error conditions , and for digit collection; 14) the ability for VNET calls to be screened at the...

10/3,K/9 (Item 7 from file: 349)
 DIALOG(R)File 349:PCT FULLTEXT
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00515573 **Image available**
TELEPHONE RATE MANAGING SYSTEM
SYSTEME DE GESTION DES TARIFS TELEPHONIQUES

Patent Applicant/Assignee:

MURAMATSU Yasuo,
 YOKOI Masato,
 MIYAKE Tomomi,

Inventor(s):

MURAMATSU Yasuo,
 YOKOI Masato,
 MIYAKE Tomomi,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9946925 A1 19990916
 Application: WO 99JP1072 19990305 (PCT/WO JP9901072)
 Priority Application: JP 9873021 19980309

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA CN IL KR SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT
 SE

Publication Language: Japanese

English Abstract

...managing host computer (100) of the telephone company, all being

interconnected through communication lines. Merchandise information of the **autodialer** dealt with is sent to the host computer and stored in it. When a call...

...the autodialer is made, the host computer performs a subtraction processing of the prepaid call **charge**, in accordance with the **charge**, from the merchandise information of the **autodialer** stored in the host computer. Even though coupon information is not written in the **autodialer** itself, auto-dialing call is thus possible and payment of telephone charge is possible at...

10/3,K/10 (Item 8 from file: 349)
 DIALOG(R) File 349:PCT FULLTEXT
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00443927

A COMMUNICATION SYSTEM ARCHITECTURE
ARCHITECTURE D'UN SYSTEME DE COMMUNICATION

Patent Applicant/Assignee:

MCI WORLDCOM INC,
 EASTEP Guido M,
 LITZENBERGER Paul R,
 OREBAUGH Shannon R,
 ELLIOTT Isaac K,
 STELLE Rick,
 SCHRAGE Bruce,
 BAXTER Craig A,
 ATKINSON Wesley,
 KNOSTMAN Chuck,
 CHEN Bing,
 VANDERSLUIS Kristan,

Inventor(s):

EASTEP Guido M,
 LITZENBERGER Paul R,
 OREBAUGH Shannon R,
 ELLIOTT Isaac K,
 STELLE Rick,
 SCHRAGE Bruce,
 BAXTER Craig A,
 ATKINSON Wesley,
 KNOSTMAN Chuck,
 CHEN Bing,
 VANDERSLUIS Kristan,
 JUN Fang DI,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806

Application: WO 98US1868 19980203 (PCT/WO US9801868)

Priority Application: US 97794555 19970203; US 97794114 19970203; US 97794689 19970203; US 97807130 19970210; US 97798208 19970210; US 97795270 19970210; US 97797964 19970210; US 97800243 19970210; US 97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 156226

Fulltext Availability:
Detailed Description

Detailed Description
... and bursty data services is achievable.

The switchless network is expected to provide a lower cost model than circuit switched architectures due to.

e Flexibility to provide exactly the bandwidth required...connection. If the VNET number does not translate to a PC, this 1 5 configuration information may not provide any benefit, but at the time of sending this request the user...

...translates into a PC that is 'on-line", the directory service will compare the configuration information in this request to the configuration information available in the profile for the destination PC.

When the directory service returns the response...This message may contain information identifying the user of the PC or it may contain information specifying the parameters associated with the requested connection.

2 .The ITG responds to the connect...and the additional information about capabilities of PCI. 1 1052. If PC12 1051 receives status information indicating that PC I 1 1052 may not be contacted, the call flow stops here...

10/3,K/11 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00409496 **Image available**
VALIDATION QUERY BASED ON A SUPERVISORY SIGNAL
INTERROGATION DE VALIDATION EFFECTUEE SUR LA BASE D'UN SIGNAL DE SURVEILLANCE

Patent Applicant/Assignee:
MCI COMMUNICATIONS CORPORATION,

Inventor(s):

JORDAN David,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9750241 A1 19971231

Application: WO 97US11244 19970627 (PCT/WO US9711244)

Priority Application: US 96671184 19960627

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 9066

Fulltext Availability:
Detailed Description

Detailed Description

... in step 312, an originator requests an alternative billing phone call. In step 314, necessary information is collected from the call originator . The type of information necessary depends upon the billing method requested. If the request is for a credit card charge , the necessary information includes credit card number and expiration date. If

ECI 3600

Dialog Search

Set Items Description
S1 442703 CHARGE OR BILL OR INVOICE
S2 589 TELEMARKET? OR CALL()ORIGINATOR? OR (PHONE OR TELEPHONE)() -
 SOLICIT? OR (MARKETING OR SALE OR UNSOLICITED)()CALL? OR AUTO-
 DIALER?
S3 455337 CALL OR CALLS OR CALLING OR ACCESS OR ADMISSION OR ADMITTA-
 NCE
S4 41278 PAY OR PAYMENT OR PAID OR REIMBURSE? OR STIPEND
S5 867780 CONSUMER? ? OR USER? ? OR PARTY OR PARTIES OR CUSTOMER? ? -
 OR INDIVIDUAL? ?
S6 4331563 INFORMATION OR RULE? ? OR GUIDELINE? ? OR CONDITION? ? OR -
 COST OR PRICE OR FEE OR AMOUNT
S7 3 S1(5N)S2
S8 11 S1(S)S2
? show files
File 344:Chinese Patents Abs Aug 1985-2004/May
 (c) 2004 European Patent Office
File 347:JAPIO Nov 1976-2004/Aug(Updated 041203)
 (c) 2004 JPO & JAPIO
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200478
 (c) 2004 Thomson Derwent

Patent
lit

8/5/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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07605732 **Image available**
METHOD FOR STORING DATA FOR ANALYZING MARKETING AND SYSTEM FOR THE SAME

PUB. NO.: 2003-099578 [JP 2003099578 A]
PUBLISHED: April 04, 2003 (20030404)
INVENTOR(s): YAMAOKA TAKAAKI
APPLICANT(s): YAMAOKA TAKAAKI
APPL. NO.: 2001-291336 [JP 2001291336]
FILED: September 25, 2001 (20010925)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To provide a method for efficiently collecting data useful for analyzing a relation between operation and its effect without forcing excessive working burdens to a manager and a person in charge of marketing and to provide a system for the same.

SOLUTION: The person in charge of marketing calls a daily report input screen by a terminal such as a portable telephone set and selects the result of marketing (good/bad) and a main factor influenced most to the result from prescribed choices. Inputted data is stored in the database of a server part to be used for analyzing various kinds of marketing.

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8/5/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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07330643 **Image available**
SYSTEM, METHOD AND EQUIPMENT FOR AUTOMATIC ANSWERING TELEPHONE SERVICE, AND RECORDING MEDIUM

PUB. NO.: 2002-199132 [JP 2002199132 A]
PUBLISHED: July 12, 2002 (20020712)
INVENTOR(s): MIURA YUBUN
APPLICANT(s): CASIO COMPUT CO LTD
APPL. NO.: 2000-395349 [JP 2000395349]
FILED: December 26, 2000 (20001226)
INTL CLASS: H04M-015/00; H04M-001/57; H04M-003/42; H04M-003/487;
H04M-003/53; H04M-011/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a system/method/equipment for an automatic answering telephone service and a recording medium, which are free of charging by inserting voice advertisement.

SOLUTION: The system 1 for the automatic answering telephone service is provided with a user's portable telephone set 20 for calling a call - originator 's portable telephone set 30 via a telephone exchange B, the set 30 for receiving telephone via the exchange B from the set 20, and a server 10, which coordinates and stores the user's telephone number, the call - originators telephone number and advertisement information of the automatic answering telephone service. When these is a call for the set 20

by the set 30, the server 10 reads the voice advertisement information corresponding to respective telephone numbers to transmit it to the set 30, and charges the automatic answering telephone service company for the communication charge of the set 30.

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8/5/3 (Item 3 from file: 347)
DIALOG(R) File 347:JAPIO
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07086089 **Image available**
FACSIMILE EQUIPMENT

PUB. NO.: 2001-313737 [JP 2001313737 A]
PUBLISHED: November 09, 2001 (20011109)
INVENTOR(s): MATSUI HIDEKI
APPLICANT(s): NEC SHIZUOKA LTD
APPL. NO.: 2000-130272 [JP 2000130272]
FILED: April 28, 2000 (20000428)
INTL CLASS: H04M-011/00; H04M-001/00; H04M-001/57; H04N-001/00;
H04N-001/32

ABSTRACT

PROBLEM TO BE SOLVED: To solve trouble such that the other party who telephones for speech is also charged the charge for service corresponding to the time spent in facsimile automatic detection with respect to facsimile equipment provided with a telephone function (including an external telephone function).

SOLUTION: Facsimile equipment which cooperates with a telephone function part includes a line control means (20), a facsimile communication control means (30), a reception history storage part for every call originator (11) where each call originator telephone number, its service frequency history, and its facsimile reception frequency history are stored, and a main control part (1) which controls respective parts, and the line control means (20) includes a line control part (4), a ringer signal detection part (3), and a telephone number detection part (2) which recognizes a call originator telephone number when incoming, and the facsimile communication control means (30) includes a facsimile signal CNG detection part (6) and a facsimile communication control part (7). When a call comes, the call originator telephone number is extracted, and the facsimile reception operation or the speech reception operation is selectively performed correspondingly to this call originator telephone number in accordance with the facsimile reception history.

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8/5/4 (Item 4 from file: 347)
DIALOG(R) File 347:JAPIO
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06566115 **Image available**
TELEPHONE ANSWER COLLECTING SYSTEM COUPLED WITH TELEPHONE CHARGE ADJUSTING SYSTEM

PUB. NO.: 2000-151858 [JP 2000151858 A]

PUBLISHED: May 30, 2000 (20000530)
 INVENTOR(s): UCHIUMI MASAMUNE
 APPLICANT(s): UCHIUMI MASAMUNE
 APPL. NO.: 10-322620 [JP 98322620]
 FILED: November 12, 1998 (19981112)
 INTL CLASS: H04M-015/00; G06F-017/40; H04M-003/42; H04M-011/00;
 H04Q-007/38

ABSTRACT

PROBLEM TO BE SOLVED: To easily obtain/arrange individual information by obtaining a **call originator** number intrinsic to a portable telephone in the case of an incoming call from the portable telephone, storing it as an answerer number and transmitting a telephone **charge** discounting point at every number recorded in a discount point table.

SOLUTION: A telephone answer collecting system 10 is connected to a subscriber database 32 and a charging system 33 with a dedicated line and properly executes data communication with them. The system 10 substitutes for an investigation requesting person to execute a questionnaire and executes the sum-up processing of its result. Besides, the system is called from the portable telephone 20 with free **charge** and call **charge** is discounted to the answerer in accordance with the discount point. In this case, a computer creates the discount point table where the discount is made to correspond at every answerer number. Then the discount point table is transferred by accessing the charging system 33.

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8/5/5 (Item 5 from file: 347)
 DIALOG(R)File 347:JAPIO
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05850868 **Image available**
 METHOD AND SYSTEM FOR TRANSFER BETWEEN GATE WAY SYSTEMS

PUB. NO.: 10-133968 [JP 10133968 A]
 PUBLISHED: May 22, 1998 (19980522)
 INVENTOR(s): SAITO YUKIO
 YAMAGUCHI HARUTO
 APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese Company or Corporation), JP (Japan)
 APPL. NO.: 08-287131 [JP 96287131]
 FILED: October 29, 1996 (19961029)
 INTL CLASS: [6] G06F-013/00; H04L-012/54; H04L-012/58
 JAPIO CLASS: 45.2 (INFORMATION PROCESSING -- Memory Units); 44.3
 (COMMUNICATION -- Telegraphy)

ABSTRACT

PROBLEM TO BE SOLVED: To divide and exclude a mail by another internet user by pretending to be transfer between gate ways by falsely setting a **call originator**, to construct an inexpensive speaking **charge** system and to prevent a malicious user from falsely setting a **call originator** to transmit a mail.

SOLUTION: This method confirms the propriety of the terminal of a call-originating source by a gate way system receiving an electronic mail and analyzes the telephone number of a distributing destination to judge the output by its own gate way or transfer to another gate way system. At the time of transferring, the electronic mail is transferred to the electronic mail address of a gate way system nearest to the analyzed telephone number

in terms of a distance but at the time of outputting the mail by its own gate way system, information is outputted to a terminal designated by the electronic mail based on the request of the electronic mail

8/5/6 (Item 6 from file: 347)
 DIALOG(R)File 347:JAPIO
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05501849 **Image available**
 DIGITAL CORDLESS TELEPHONE SYSTEM

PUB. NO.: 09-116649 [JP 9116649 A]
 PUBLISHED: May 02, 1997 (19970502)
 INVENTOR(s): IHARA SHIGEO
 APPLICANT(s): SHARP CORP [000504] (A Japanese Company or Corporation), JP (Japan)
 APPL. NO.: 07-275499 [JP 95275499]
 FILED: October 24, 1995 (19951024)
 INTL CLASS: [6] H04M-015/00; H04Q-007/38; H04M-003/42; H04M-015/28
 JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 36.4 (LABOR SAVING DEVICES -- Service Automation); 44.2 (COMMUNICATION -- Transmission Systems)

ABSTRACT

PROBLEM TO BE SOLVED: To allow a **call originator** to know the present position of a communication opposite party by judging whether or not the operator in a call originating terminal continues call origination from the present position of an incoming call destination mobile station and call **charge** so as to continue or cancel call origination.

SOLUTION: When a network 3 judges that an incoming call destination is the mobile station 8 by an originating signal which is transmitted from the mobile station 5 with a base station 6, the position display metallic property and the charge display attribute of the mobile station 8 in a mobile station attribute table are referred to. When a position display attribute and also charge display metallic property are set at display impossible, an incoming call information signal added with the effect mentioned above is reported to the mobile station 5 with the base station 6 by a metallic property information reporting means 16. The mobile station 5 receives the incoming call information signal by an incoming call information receiving means 13, picks-up the effect that position information and call charge information are not displayed from the information signal and displays it by an incoming call information display means. A condition setting means 17 sets a position condition and a call charge condition as the condition for cancelling call origination and an automatic call origination cancelling means 18 automatically cancels call origination when the conditions are satisfied

8/5/7 (Item 1 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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014885369 **Image available**
 WPI Acc No: 2002-706075/200276
 XRPX Acc No: N02-556656

Call originator access controlling method in PSTN, involves partly determining amount to charge originator of incoming call partly based on user specified access cost information
 Patent Assignee: JAKOBSSON B M (JAKO-I)

Inventor: JAKOBSSON B M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020099670	A1	20020725	US 2001769511	A	20010125	200276 B

Priority Applications (No Type Date): US 2001769511 A 20010125

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20020099670	A1	10	G06F-017/60	

Abstract (Basic): US 20020099670 A1

NOVELTY - A set of user specified access cost information to be applied to incoming calls, is stored for given user terminals (104-1-104-M). An amount to charge an originator of the incoming call is determined partly, based on stored user specified access cost information.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Call originator access controlling processor based system;
- (2) Call originator access controlling program; and
- (3) Call originator access controlling apparatus.

USE - For controlling access of telemarketers or other call originators in PSTN or other communication network. Also for other communication system applications including applications involving e-mail solicitations over Internet, pages output through paging networks, and calls, e-mails or pages transmitted through wireless network.

ADVANTAGE - Reduces the likelihood that a given consumer or user will receive unwanted calls, while also providing information that can be used by telemarketers and other call originators to better target their calls.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic of communication system implemented with call originator access control system.

User terminals (104-1-104-M)
pp; 10 DwgNo 1/4

Title Terms: CALL; ACCESS; CONTROL; METHOD; PSTN; DETERMINE; AMOUNT; CHARGE ; INCOMING; CALL; BASED; USER; SPECIFIED; ACCESS; COST; INFORMATION

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/8 (Item 2 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014161317 **Image available**

WPI Acc No: 2001-645545/200174

Internet, web db and telephone integrated web pc phone system for use in soho office

Patent Assignee: JUNG Y C (JUNG-I)

Inventor: JUNG Y C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001044377	A	20010605	KR 20017390	A	20010214	200174 B

Priority Applications (No Type Date): KR 20017390 A 20010214

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
KR 2001044377 A 1 H04L-012/66

Abstract (Basic): KR 2001044377 A

NOVELTY - An Internet, web DB and telephone integrated web PC phone system for use in a SOHO office is provided to perform online marketing, customer management, **telemarketing**, teleservices, no-charge call services, and DB marketing services through webs.

DETAILED DESCRIPTION - Firstly, a web PC phone server is constructed as a PC level computer in a SOHO and serves as a web server for providing online information to customers via the Internet and for performing customer management of the SOHO. A web PC phone system performs a web-incoming call service requested by the web while managing web information and customer information in the web PC phone server, performs a we-outgoing service by one-click dialing based on the customer information, and updates information, if needed, based on the customer information which are screen popped up during a call with a customer by analyzing a caller ID of an incoming call.

pp; 1 DwgNo 1/10

Title Terms: WEB; DECIBEL; TELEPHONE; INTEGRATE; WEB; TELEPHONE; SYSTEM;
OFFICE

Derwent Class: W01

International Patent Class (Main): H04L-012/66

File Segment: EPI

8/5/9 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012774045 **Image available**

WPI Acc No: 1999-580272/199949

XRPX Acc No: N99-428442

Telephone rate managing system for prepay telephone payment arrangement
Patent Assignee: MIYAKE T (MIYA-I); MURAMATSU Y (MURA-I); YOKOI M (YOKO-I);
BIS CORP (BISB-N)

Inventor: MIYAKE T; MURAMATSU Y; YOKOI M

Number of Countries: 026 Number of Patents: 010

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9946925	A1	19990916	WO 99JP1072	A	19990305	199949 B
AU 9932750	A	19990927	AU 9932750	A	19990305	200006
JP 11331437	A	19991130	JP 98372324	A	19981228	200007
EP 1075134	A1	20010207	EP 99939245	A	19990305	200109
			WO 99JP1072	A	19990305	
CN 1292971	A	20010425	CN 99803789	A	19990305	200143
KR 2001041445	A	20010525	KR 2000709594	A	20000830	200168
AU 746334	B	20020418	AU 9932750	A	19990305	200238
JP 2002165039	A	20020607	JP 98372324	A	19981228	200241
			JP 2001242563	A	19981228	
JP 3330139	B2	20020930	JP 98372324	A	19981228	200271
			JP 2001242563	A	19981228	
JP 2003069752	A	20030307	JP 2001242563	A	19981228	200327
			JP 2002165591	A	19981228	

Priority Applications (No Type Date): JP 9873021 A 19980309

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
WO 9946925 A1 J 52 H04M-015/00

Designated States (National): AU CA CN IL KR SG US

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU

MC NL PT SE			
AU 9932750 A			Based on patent WO 9946925
JP 11331437 A	22	H04M-015/00	
EP 1075134 A1 E		H04M-015/00	Based on patent WO 9946925
Designated States (Regional): DE FR GB			
CN 1292971 A		H04M-015/00	
KR 2001041445 A		H04M-015/00	
AU 746334 B		H04M-015/00	Previous Publ. patent AU 9932750 Based on patent WO 9946925
JP 2002165039 A	22	H04M-015/00	Div ex application JP 98372324
JP 3330139 B2	20	H04M-015/00	Div ex application JP 98372324
JP 2003069752 A	35	H04M-015/00	Previous Publ. patent JP 2002165039 Div ex application JP 2001242563

Abstract (Basic): WO 9946925 A1

NOVELTY - The telephone rate managing system includes an **autodialer** (1) having portion for generating PB tones, such as of the telephone number of a connection telephone company or the user ID, a store processing terminal (30) provided in a store to deal with **autodialer**, a point-of-sale i.e. POS terminal (40), and a managing host computer (100) of the telephone company, all being interconnected through communication lines. Merchandise information of the **autodialer** dealt with is sent to the host computer and stored in it. When a call using the **autodialer** is made, the host computer performs a subtraction processing of the prepaid call **charge**, in accordance with the **charge**, from the merchandise information of the **autodialer** stored in the host computer.

USE - For a prepay telephone payment arrangement.

ADVANTAGE - Even though coupon information is not written in the **autodialer** itself, autodialing call is thus possible and payment of telephone **charge** is possible at a store which deals with **autodialers**.

DESCRIPTION OF DRAWING(S) - The drawing shows a diagram to illustrate the telephone rate managing system.

autodialer (1)
store processing terminal (30)
POS terminal (40)
managing host computer (100)
pp; 52 DwgNo 3/11

Title Terms: TELEPHONE; RATE; MANAGE; SYSTEM; PREPAYMENT; TELEPHONE; PAY;
ARRANGE

Derwent Class: T01; T05; W01

International Patent Class (Main): H04M-015/00

International Patent Class (Additional): A23L-001/32; G06F-017/60;
G06F-019/00; G07D-013/00; G07F-007/08; G07F-007/10; G07F-009/00;
G07F-019/00; G07G-001/00; G07G-001/12; G07G-001/14; H04M-001/27;
H04M-003/42; H04M-011/00; H04M-017/02; H04Q-007/38

File Segment: EPI

8/5/10 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010988438 **Image available**

WPI Acc No: 1996-485387/199648

XRPX Acc No: N96-408963

Adding surcharge to cost per call for telephone solicitations and crediting portion to called party account - advising caller of surcharge and providing opportunity to complete call by accepting surcharge or

terminating call without charge
 Patent Assignee: GREENE L M (GREE-I)

Inventor: GREENE L M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5568541	A	19961022	US 94262972	A	19940621	199648 B

Priority Applications (No Type Date): US 94262972 A 19940621

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5568541	A	7	H04M-015/00	

Abstract (Basic): US 5568541 A

The method for adding a surcharge to the cost per call for telephone solicitations involves providing a local telephone number to a customer to access a call from an originating caller's telephone number. An incoming call is identified as a telephone solicitation. The originating caller's telephone number is identified. Those numbers which correspond to a telephone solicitation and which are to be charged for a continuation of the call are selected. The selected caller is advised that a surcharge will be incurred for completing the call. The selected caller is given an opportunity to terminate the call or accept the surcharge. The selected caller who fails to terminate the call is billed for the surcharge. The called party is credited with a portion of the surcharge.

USE/ADVANTAGE - Leads to higher percentage of receptive calls verses calls to parties with no interest in services being offered.
 Reduces time wasted by interruptions.

Dwg.1/3

Title Terms: ADD; COST; PER; CALL; TELEPHONE; PORTION; CALL; PARTY; ACCOUNT ; ADVICE; CALL; COMPLETE; CALL; ACCEPT; TERMINATE; CALL; CHARGE

Derwent Class: T01; W01

International Patent Class (Main): H04M-015/00

International Patent Class (Additional): H04M-003/42; H04M-015/06

File Segment: EPI

8/5/11 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010441205

WPI Acc No: 1995-342524/199544

XRPX Acc No: N95-255919

Fax message procedure for automatic fax answering machine - intercepts messages sent to changed numbers and transmits back message with details of number change

Patent Assignee: KLIP A (KLIP-I)

Inventor: KLIP A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
NL 9400275	A	19951002	NL 94275	A	19940223	199544 B

Priority Applications (No Type Date): NL 94275 A 19940223

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
NL 9400275	A	6	H04M-003/42	

Abstract (Basic): NL 9400275 A

The procedure involves the machine recognising that the call has a fax destination and aborting the call, when the caller sends a fax to a changed number. It then transmits a fax message to the **call originator** giving details of the change. When the number has been changed for the purposes of the company, no **charge** is made to the calling or the called subscriber. The machine is also used to send automatic messages at the request and cost of the recipient, where the change is not made by the company.

ADVANTAGE - Informs caller of new fax number.

Dwg.0/0

Title Terms: FACSIMILE; MESSAGE; PROCEDURE; AUTOMATIC; FACSIMILE; ANSWER; MACHINE; INTERCEPT; MESSAGE; SEND; CHANGE; NUMBER; TRANSMIT; BACK; MESSAGE; DETAIL; NUMBER; CHANGE

Derwent Class: W01; W02

International Patent Class (Main): H04M-003/42

File Segment: EPI



STIC Search Report

EIC 3600

STIC Database Tracking Number: 138980

TO: Freda Nelson
Location: 7X06
Art Unit : 3629
Tuesday, December 07, 2004

Case Serial Number: 09/769511

From: Janice Burns
Location: EIC 3600
PK5-Suite 804
Phone: 305-5783

Janice.burns@uspto.gov

Search Notes

Dear Examiner

Please read through the following results. I found a one article from Dec 2000 that was good (red tab). Also there are a couple of Yale professors (Ian Ayres and Barry Nalebuff) that have written a lot about making telemarketers pay their stuff is at the end of the pile.

If you have any questions please feel free to contact me.

Janice

(P)

Griffin, Etelka

From: Lehman, Karen
Sent: Tuesday, November 30, 2004 1:30 PM
To: Griffin, Etelka
Subject: FW: Generic form response

-----Original Message-----

From: STIC-EIC3600
Sent: Tuesday, November 30, 2004 1:29 PM
To: Lehman, Karen
Subject: FW: Generic form response

-----Original Message-----

From: Unknown@Unknown.com [mailto:Unknown@Unknown.com]
Sent: Tuesday, November 30, 2004 1:17 PM
To: STIC-EIC3600
Subject: Generic form response

ResponseHeader=Commercial Database Search Request

AccessDB#= 138980

LogNumber= _____

Searcher= _____

SearcherPhone= _____

SearcherBranch= _____

MyDate=Tue Nov 30 13:17:04 EST 2004

submitto=STIC-EIC3600@uspto.gov

Name=Freda Nelson

Empno=70195

Phone=703-305-0261

Artunit=3629

Office=CPK5, 7X06

Serialnum=09/769511

PatClass=705/400

Earliest=

Format1=paper

Searchtopic=ABSTRACT - A set of user specified access cost information to be applied to incoming calls, is stored for given user terminals (104-1-104-M). An amount to charge an originator of the incoming call is determined partly, based on stored user specified access cost information.

USE - For controlling access of telemarketers or other call originators in PSTN or other communication network. Also for other communication system applications including applications involving e-mail solicitations over Internet, pages output through paging networks, and calls, e-mails or pages transmitted through wireless network.

ADVANTAGE - Reduces the likelihood that a given consumer or user will receive unwanted calls, while also providing information that can be used by telemarketers and other call originators to better target their calls.

Comments=

send=SEND